

REQUEST FOR PROPOSAL  
ACQ-2009-0515-RFP  
AMENDMENT 7  
July 31, 2009

This is an amendment to ACQ-2009-0515-RFP issued by the Washington State Department of Transportation on June 15, 2009, for the Statewide Customer Service Center and amended by Amendment 1 dated June 18, 2009, by Amendment 2 dated June 25, 2009, by Amendment 3 dated June 26, 2009, by Amendment 4 dated July 2, 2009, by Amendment 5 dated July 3, 2009, and by Amendment 6 dated July 22, 2009.

**This RFP is amended as follows:**

- a. (RFP Main Body) Section 1.3 Program Budget** is hereby replaced in its entirety with the following:

**1.3 Program Budget**

WSDOT has established a total lifecycle cost estimate for this procurement but will not reveal the estimate until after proposals have been received, if at all. This estimate is part of a larger program budget for the Lake Washington Urban Partnership, which is fully funded.

- b. (RFP Main Body) Table 1: RFP Procurement Schedule of Section 2.20 Schedule of Procurement Activities** is hereby replaced in its entirety with the following:

**Table 1: RFP Procurement Schedule**

Activity	Due Date	Time*
RFP Released	June 15, 2009	N/A
Optional Pre-Proposal Conference Call	June 26, 2009	1:00 PM
Optional Pre-Proposal Conference Call #2	July 9, 2009	1:00 PM
Mandatory Letter of Intent to Propose Due	July 17, 2009	5:00 PM
OCOI Certification & Plan (see Appendix 14)	August 21, 2009	5:00 PM
1 <sup>st</sup> Round Written Questions Due	July 20, 2009	5:00 PM
1 <sup>st</sup> Round Answers to Questions Issued	August 6, 2009	N/A
2 <sup>nd</sup> Round Written Questions Due	August 20, 2009	5:00 PM
2 <sup>nd</sup> Round Answers to Questions Issued	September 1, 2009	N/A
Proposals Due	September 22, 2009	5:00 PM
Qualified Vendor Notification	October 5, 2009	5:00 PM
Interviews	October 19 to 23, 2009	TBD
Notification of Apparently Successful Vendor Issued	On or before November 6, 2009	N/A
Execute Contract	On or before December 14, 2009	N/A

\*Times are Pacific Time.

- c. **(RFP Main Body) Table 2: Scoring of Section 3.1 Proposal Evaluation** is hereby replaced in its entirety as follows:

**Table 2: Scoring**

Category/Criteria	Points
<b>Step 1: Pass/Fail Screening</b>	
• Receipt by due date and time	Pass/Fail
• Submittal Compliance (e.g. all requested info included)	Pass/Fail
• Financial, business, and technical qualifications	Pass/Fail
• Screening Proposals	Pass/Fail
<b>Step 2: Preliminary Adjectival Rating</b>	Pass/Fail
<b>Step 3: Interview &amp; Demonstration</b>	N/A
<b>Step 4: Scoring Selection</b>	
• Qualifications	100
• Technical Proposal	
○ Program Delivery Approach	350
○ Technical Approach	350
<b>Sub-Total</b>	800
<b>Step 4: Price Proposal</b>	200
<b>Total</b>	1000

- d. **(RFP Main Body) Item (d) of Section 3.2 Pass/Fail Screening** is hereby deleted as follows:

~~d. Price Proposal does not exceed the update price.~~

- e. **(RFP Main Body) The last sentence of Section 4.7 Price Proposal** is hereby deleted as follows:

~~Proposals with a price above the upset price as described in Section 1.3 will be determined non-responsive.~~

- f. **(RFP Appendix 2 – Scope of Work) Section 1.6 Roles and Responsibilities** is hereby replaced in its entirety with the following:

### **1.6 Roles and Responsibilities**

This Contract, in its performance and enforcement, imposes an obligation of good faith and fair dealing on the Vendor and WSDOT. WSDOT is committed to fostering the spirit of partnership and mutual cooperation with all Vendors, within WSDOT and other

partners in the implementation of the Program. Correspondingly, WSDOT requires that the Vendor perform all Work with a commitment to the same.

This commitment to partnership shall be reflected through the following mutual duties:

- Encouraging and participating in open and direct communication.
- Avoiding actions that would hinder the performance of others.
- Early identification and mitigation of potential Program issues.
- Establishment of a defined conflict resolution process with resolution at the lowest possible level
- Treating other Program partners professionally and courteously.

Figure 2 provides an overview of the general roles and responsibilities of the successful Vendor, WSDOT, and third parties in the operation of the Statewide Customer Service Center. The remainder of this subsection provides an overview by entity of their overall roles and responsibilities.

- g. (RFP Appendix 9 – Pricing and Delivery Tables)** Pages A9-2, A9-4, and A9-5 of **Appendix 9** are hereby replaced in their entirety with new pages A9-2, A9-4, and A9-5 (attached).